

Your  to DYNAMIC DELIVERY  
IN  
GUEST SERVICES DELIVERY

<b>TRAINING DIMENSION:</b>	<u>The Efficient Housekeeper (Room Attendant)</u>
<b>SUITABLE FOR:</b>	Housekeepers, Room Attendants, Floor Supervisors, House attendant (Housemen)
<b>TRAINING FOCUS:</b>	To conduct Basic Housekeeping <b>Techniques and Skills</b> training for Housekeeping Staff. Emphasis will be focused on the General practical applications and expectations of the Housekeeper and others working in the Housekeeping department.
<b>LEARNING OBJECTIVES:</b>	General Overview of Housekeeping General Shift Responsibility General In-room standards and expectations Proper Stocking of amenities Cleaning the guest room. Bathroom procedures Linen set-up Establish and Maintain Quality Assurance Standards Overview of Room Status Guest safety and security etiquette (See Outline for detailed coverage of this training)
<b>DURATION:</b>	16 Hours (Recommend 4 days of 4-hr. sessions each day)
<b>GROUP SIZE *:</b>	Maximum: 15                      Minimum: 5
<b>PRESENTATION:</b>	A variety of methods will be used to Illustrate, Demonstrate and act on Follow-up processes that is common to the Housekeeping department. The use of real-life type case studies, role playing, video presentations, facial video viewing, one on one training, group dynamics and hand-outs & quizzes will be used to enhance retention of subjects being taught.